

ASSIGNMENT 1

Textbook Assignment: "Administration and Customer Service," chapter 1, pages 1-1 through 1-20.

- 1-1. Besides an aviation support division, a senior AK can be assigned to what other area of an ashore supply department?
 1. Material control
 2. Material division
 3. Air operations
 4. Air wing
- 1-2. To determine the number of AK personnel needed aboard ship, you would use which of the following factors?
 1. The area of the ship's home port
 2. Ship's deployment schedule
 3. Type of material handling equipment used
 4. Size and mission of the ship
- 1-3. Because of its complex operation, what area may require an AKC as a supervisor?
 1. Squadron material control
 2. AIMD material control
 3. Maintenance support package
 4. Air operations material control
- 1-4. To be effective, a senior AK supervising junior personnel must exercise which of the following traits?
 1. Military behavior
 2. Professional ability
 3. Leadership
 4. Self-expression
- 1-5. As a supervisor, your value to the organization is measured largely in which of the following areas of performance?
 1. The cleanliness of your assigned spaces
 2. Your professional knowledge
 3. Your military bearing
 4. The quality of work of your subordinate's performance
- 1-6. Although you, the supervisor, can delegate jobs to subordinates and do some yourself, you must NOT take which of the following attitudes?
 1. It is easier to do the work yourself than to train subordinates
 2. Subordinates can accomplish the job with proper training
 3. Delegating certain jobs develops subordinates
 4. Training subordinates will facilitate accomplishments
- 1-7. The supervisor who develops the skill in organizing should be able to perform which of the following functions?
 1. praise in public; reprimand in private
 2. personally accomplish large volumes of work
 3. Delegate authority and responsibility to subordinates
 4. Extend the working hours of the division
- 1-8. You must communicate clearly when doing which of the following actions?
 1. Giving orders
 2. Disseminating information
 3. Training or instructing
 4. All of the above
- 1-9. When communicating ideas between your subordinates and superiors, you must ensure NOT to bypass which of the following elements in an organization?
 1. Chain of command only
 2. Line of authority only
 3. Chain of command and line of authority
 4. Subordinates only
- 1-10. The problem-solving process is divided into how many steps?
 1. 8
 2. 6
 3. 5
 4. 4

- 1-11. Determining what you want to accomplish pertains to which of the following steps of the problem-solving process?
1. Defining the problem
 2. Evaluating the action performed
 3. Assembling the facts
 4. Establishing the objectives
- 1-12. Finding out what rules, customs, and regulations apply to the problem is part of what problem-solving process?
1. Defining the problem
 2. Establishing the objectives
 3. Getting the facts
 4. Taking action to solve the problem
- 1-13. When evaluating the action that was taken to solve the problem, you should check for changes in which of the following areas?
1. Production or output
 2. Personnel attitudes
 3. Personnel relationships
 4. All of the above
- 1-14. Any unsettled questions or situations best define which of the following terms?
1. Problem
 2. Secret
 3. Predicament
 4. Issue
- 1-15. Which of the following subjects is considered the most difficult for military and professional supervisors to learn?
1. Effective use of personnel
 2. Analyzing the system
 3. Adopting procedures
 4. Examining materials
- 1-16. Featherbedding refers to which of the following definitions?
1. Maximizing production
 2. Having more personnel than you need
 3. Having the correct number of required personnel
 4. Having the position vacated for a period of time
- 1-17. The application of the law of diminishing returns is described in which of the following statements?
1. Any job can be accomplished faster with more personnel
 2. More personnel are needed to accomplish the job when there are changes to the procedures
 3. Personnel are not able to accept additional workloads
 4. The supervisor should be able to determine the optimum number of personnel for the organization
- 1-18. One of the factors that affects personnel distribution to a specific job is
1. personal ability
 2. working hours
 3. supervisory ability
 4. equipment availability
- 1-19. Who is ultimately responsible for assigning personnel in the supply department organization?
1. Supply officer
 2. Division officer
 3. Special assistants
 4. Work center supervisor
- 1-20. The first step in planning personnel assignments is to
1. analyze the task assignments
 2. list all the jobs to be performed
 3. match personnel with each job
 4. distribute tasks equitably among personnel
- 1-21. In planning personnel assignments, which of the following statements is the purpose of job analysis?
1. Make the most effective use of manpower
 2. Be able to group similar jobs for assignment to the same person
 3. Help determine the skills required to do the job
 4. All of the above
- 1-22. You should consider all except which one of the following traits when assigning work?
1. Educational level
 2. Special aptitudes
 3. Individual interests
 4. Physical characteristics

- 1-23. you can ensure that subordinates learn to perform other jobs in the organization by conducting which of the following actions?
1. Filling TAD requirements
 2. Job rotation
 3. Assigning collateral duties
 4. Evaluating performance
- 1-24. To have an effective and beneficial result, how should the supervisor rotate personnel to other jobs?
1. Rotate jobs from easy to hard assignments
 2. Rotate from hard to easy assignments
 3. Let personnel stay on the job to learn only the basic procedures
 4. Reassign individuals to new assignments that are unrelated to previous ones
- 1-25. The real efficiency of a supply department to handle urgent requirements is challenged during what period?
1. While under way
 2. During normal working hours
 3. After normal working hours
 4. Any time while in port
- 1-26. After normal working hours, the senior representative of the ASD/SSC is normally the
1. duty AK
 2. supply officer
 3. officer of the day
 4. civilian supply clerk
- 1-27. Which of the following duties is NOT performed by the SDPO afloat?
1. Make safety and muster reports to the command duty officer
 2. Notify the supply duty officer of material receipts
 3. Control the keys to supply department spaces
 4. Maintain passdown log for duty supply officer's signature
- 1-28. The basic responsibilities of the SDPO afloat and ashore are the same except for what duties?
1. Supervising personnel on duty
 2. Maintaining security of spaces
 3. Keeping accurate records of occurring events
 4. Procedures specifically drafted for the particular organization
- 1-29. The management technique includes which of the following elements?
1. Control
 2. Planning
 3. Organization
 4. All of the above
- 1-30. Which of the following elements of the management technique is considered the most important?
1. Control
 2. Planning
 3. Organization
 4. Communication
- 1-31. What type of plan do TYCOMs and COs use to set the mission and objectives of their organization?
1. Standing plan
 2. Single-use plan
 3. Strategic plan
 4. Plan of the day
- 1-32. Which of the following plans is used for short-range and nonrecurring activities?
1. Single-use plan
 2. Standing plan
 3. Strategic plan
 4. Five-year defense plan
- 1-33. To help develop an effective plan for an operation, newly reported supervisors must first know which of the following information before making changes?
1. The past procedures only
 2. The present procedures only
 3. Both the past and present procedures
 4. The proposed procedures only
- 1-34. To facilitate adjustments to accommodate changes to mission, manpower, or available equipment, supervisors should make plans that are
1. tolerable
 2. flexible
 3. dogmatic
 4. bearable

- 1-35. The supervisor can ensure that personnel understand their duties and responsibilities by performing which of the following actions?
1. Assign personnel to the best petty officer
 2. Have individuals read the instructions about their duties
 3. Provide OJT to the individuals
 4. After providing the training, observe the operation to see if it is properly carried out
- 1-36. Supervisors should perform what level of decision making, if any?
1. Any type of decision
 2. Those within the supervisor's responsibilities
 3. The same level as the division officer
 4. None; the department head should decide
- 1-37. Which of the following terms refers to the effort that ties all work functions together?
1. Supervision
 2. Decision making
 3. Coordination
 4. Evaluation
- 1-38. Who has the overall responsibility for training personnel in the Navy?
1. CO
 2. DOD
 3. CNP
 4. CNO
- 1-39. The development of Navy training plans for new weapons systems and components are initiated by which of the following individuals?
1. CNP
 2. CNET
 3. Commander, NAVAIRSYSCOM
 4. Chief of Naval Operations
- 1-40. Which of the following authorities is responsible for providing formal training to the operating forces?
1. TYCOMs
 2. CNET
 3. CNP
 4. CNO
- 1-41. Which of the following commands is responsible for providing on-site training and management assistance to aviation units through the aviation maintenance management teams?
1. CNET
 2. BUPERS
 3. COMNAVAIRLANT/COMNAVAIRPAC
 4. NAVAIRSYSCOM
- 1-42. Which of the following divisional duties for petty officers is the backbone of the personnel qualification program?
1. TPO
 2. LPO
 3. SDPO
 4. DCPO
- 1-43. When developing a training plan, you should NOT include which of the following items?
1. Title
 2. Duration of the lecture
 3. Purpose of the lecture
 4. Name of the instructor
- 1-44. The informal training provided to personnel can be monitored by using which of the following training tools?
1. Audio/visual aids
 2. Training syllabus
 3. Personnel advancement requirements
 4. Personnel qualification standards
- 1-45. Which of the following factors should you consider to start planning the training program?
1. Personnel to be trained
 2. Tasks to be performed
 3. Occupational standards
 4. All of the above
- 1-46. In planning the training program, the AK training manual is used in conjunction with what other manual?
1. JAG
 2. OCCSTDs
 3. NAVCOMPT
 4. NAVOSH

- 1-47. Which of the following items identifies the study references for the AK training manual and Navywide advancement examinations?
1. NEC manual
 2. OCCSTDS manual
 3. CANTRAC
 4. Bibliography and PARs sheet
- 1-48. The list of current Navy training manuals can be found in which of the following publications?
1. NAVEDTRA 12052
 2. NAVEDTRA 12061
 3. NAVEDTRA 12654
 4. NAVEDTRA 71475
- 1-49. In developing the curriculum outline of subjects to be covered for the training program, how many basic steps are there?
1. 8
 2. 2
 3. 6
 4. 4
- 1-50. Which of the following publications provides the format and arrangement of the training record?
1. NAVSUP P-485
 2. OPNAVINST 5510.1
 3. OPNAVINST 4790.2
 4. DOD 4500.32-R
- 1-51. Which of the following phrases describes the advantage of having a standardized filing system in the Navy?
1. All types of correspondence can be filed together
 2. It does not require a control system
 3. It prevents retraining persons when they transfer
 4. The size of all correspondence is the same
- 1-52. Which of the following publications provides the procedures for retention and disposition of records?
1. SECNAVINST 5210.11
 2. SECNAVINST 5212.5
 3. SECNAVINST 5215.1
 4. OPNAVINST 5510.1
- 1-53. The SSICs are listed in which of the following publications?
1. OPNAVINST 5510.1
 2. SECNAVINST 5210.11
 3. SECNAVINST 5212.5
 4. SECNAVINST 5215.1
- 1-54. The SSICs are required on which of the following types of Navy correspondence?
1. Letters and messages only
 2. Directives and forms only
 3. Reports only
 4. All letters, messages, directives, forms, and reports
- 1-55. What publication should you consult for the current security requirements and regulations concerning classified material?
1. OPNAVINST 5510.1
 2. SECNAVINST 5210.11
 3. SECNAVINST 5212.5
 4. SECNAVINST 5215.1
- 1-56. The Navy and Marine Corps Records Disposition Manual is identified by what publication number?
1. OPNAVINST 5510.1
 2. SECNAVINST 5210.11
 3. SECNAVINST 5212.5
 4. SECNAVINST 5215.1
- 1-57. In customer service, contact point refers to which of the following terms?
1. The supervisor
 2. The person manning the area
 3. The department head
 4. The place where the customer gets the service
- 1-58. To mold the team and encourage members to assume responsibility, the supervisor must be able to perform which of the following functions?
1. Set goals
 2. Recognize ability
 3. Acknowledge achievement
 4. All of the above
- 1-59. Which of the following terms refers to the financial requirement necessary to support the approved defense program?
1. Annual budget estimates
 2. Operating target
 3. Financial report
 4. Fixed allowance

1-60. Which of the following authorities is responsible for providing instructions and guidance in preparing and submitting budget estimates to expense limitation holders and responsibility centers or afloat units?

1. Primary stock points
2. Inventory control points
3. Fleet commanders
4. Commanding officers